Sources of Assistance for Schools

November 2005

U.S. Department of Education

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Preface

Overview

This guide contains all communication references previously found in the following technical references and desk references published by the U.S. Department of Education (ED).

These references include phone numbers, e-mail addresses, Web site addresses, etc., and often have brief explanations of the entry's purpose, which are primarily found as bullets.

Note: All references are subject to change. This document will be updated and reposted as needed. You can download the software and the related user documentation (including the technical and desk references referred to above) from the U.S. Department of Education's Federal Student Aid Download (FSAdownload) Web site, located at fsadownload.ed.gov.

Legend

This directory includes frequently used communication references such as:

AVR	Automated Voice Response
ET	Eastern Time
✉	E-mail addresses
🖨	Fax numbers
ⓘ	Hours
☎	Telephone numbers
🌐	Web site addresses

Campus-Based Programs   877/801-7168☺

📠   703/761-0220

ⓘ   *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

Electronic FISAP Administrator

1951 Kidwell Drive
Suite 800
Vienna, VA 22182

- Campus-Based Funding
- FISAP Application and Expenditure Report

- FISAP on the Web

Campus-Based Contact Information	
E-mail Address	cbfob@ed.gov
IFAP Web page	ifap.ed.gov
FISAP on the Web	cbfisap.ed.gov

Common Origination and Disbursement (COD)

800/474-7268①

Pell Grant Program	800/4PGRANT① or 800/474-7268①
Direct Loan Program	800/848-0978①
Applicant Services Line	800/557-7394①
Telecommunications Device for the Deaf (TDD/TTY)	800/461-7010①

✉ CODSupport@acs-inc.com

🌐 cod.ed.gov

🖨 877/623-5082

ⓘ *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

Contact COD for:

- COD General Inquiries
- COD Processing Updates
- COD System Interface Issues
- COD School Testing
- COD Technical Reference questions
- COD Web Questions
- Custom System (Mainframe) Assistance

- Document/Batch Integrity Errors
- Document/Batch Processing Status
- Full Participant Setup
- Rejected Documents/Batches
- Responses/Acknowledgements
- Customer Support

Pell Grant Program

- Current Funding Level
- Data Requests
- Pell Administrative Cost Allowance
- Pell Post-Deadline Processing

- Potential Overaward Project (POP)
- Reconciliation
- Verification Status Code Processing

Continued…
Common Origination and Disbursement (COD)

Direct Loan Program

- DL Reports: e.g., Funded Disbursement List, Pending Disbursement List, DL Rebuild, 30-Day Warning, and the School Account Statement (SAS)

- PLUS Loan Borrower Issues

- Reconciliation/Closeout for Award Years 2002-2003 and Forward

- Refunds of Cash (Return of Title IV Funds)

- Sub/Unsub/PLUS Master Promissory Note (MPN)

- Beginning November 1, 2005, schools must request Direct Loan MPNs and publications through ED Pubs by calling 800/394-7084, by e-mail, orders@fsapubs.org, online at FSApubs.org, or fax orders to 301/470-1244.

- Questions about prior Award Years for Direct Loans (2001-2002 and prior) should be sent to the Direct Loan Operations Team at dlops@ed.gov.

Applicant Services Line

- Credit Appeal Overrides

- Endorser Application Questions

- PLUS Loan Borrower Issues

Please note: Students who call Applicant Services for a loan status and/or permanent address changes will be referred to their school for assistance.

Master Promissory Notes (MPNs) and Manifests

Regular Mailing Address:

U.S. Department of Education
P.O. Box 5692
Montgomery, AL 36104

Overnight Address:

U.S. Department of Education
201 TechnaCenter Drive
Montgomery, AL 36117

Refunds of Cash*

Direct Loan

U.S. Department of Education
P.O. Box 9001
Niagara Falls, NY 14302

Pell Grant

U.S. Department of Education
P.O. Box 952023
St. Louis, MO 63195-2023

*Sending refunds through the GAPS Web site at e-grants.ed.gov/gapsweb/epWelcome.asp is the preferred method of returning funds to the Department of Education.

Conference Information and Registration

202/377-3633☎

FSA Conferences:

🌐 ed.gov/offices/OSFAP/conferences/index.html

✉ fsaconferences@ed.gov (to register for conferences, to request assistance with conferences, or to give feedback on conferences)

- Electronic Access Conference (EAC) Information
- Software Developers Conference Information

- Spring Conference Information
- Future Conference Information

CPS/SAIG Technical Support
800/330-5947 ☏

Telecommunications Device for the Deaf (TDD/TTY)
800/511-5806 ☏

✉ CPSSAIG@ed.gov

🖨 319/665-7662

ⓘ *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

FAA Access on the Web:

🌐 fafsa.ed.gov/FOTWWebApp/faa/faa.jsp

References and Documentation:

🌐 fsadownload.ed.gov/docsStudentAidGateway.htm

SAIG Enrollment:

🌐 fsawebenroll.ed.gov

Software:

🌐 fsadownload.ed.gov/software.htm

Web Demonstration Site:

🌐 fafsademo.test.ed.gov

To access the system use the following:

User Name: **eddemo**

Password: **fafsatest**

- For users to become familiarized with the CPS Web Applications products.

- This site offers all the functionality features of the production site.

- Training on FAFSA on the Web (FOTW).

- Training on FAA Access to CPS Online System.

- Demo system for hands on training.

Continued…
CPS/SAIG Technical Support

- CPS Batch Status
- CPS Test System
- Custom/Combo/Mainframe Support
- EDE Enrollment and Participation
- FAA Access to CPS Online
- ISIR Analysis Tool (Web version)

- Rejected EDE Records and Batches
- Renewal FAFSA Processing
- Return of Title IV Funds on the Web
- fsadownload.ed.gov
- SAIG Support, including Restoring Batches, Password Changes and Resets, and Transmission Errors

Software Assistance

- Direct Loan Tools
- EDconnect
- EDExpress
- GA DataPrep (downloading assistance only)

- ISIR Analysis Tool
- Return of Title IV Funds
- SSCR

Technical References	
• *COD Technical Reference: Direct Loan, Pell,* and *Direct Loan Tools* combo school sections	• *EDExpress Packaging Technical Reference*
• *EDE Technical Reference*	• *Message Class Table*

Debt Collection Service Information Center (DCSIC)

800/621-3115 ☎

Telecommunications Device for the Deaf (TDD/TTY)

877/825-9923 ☎

✉ dcshelp@pearson.com

🌐 ed.gov/offices/OSFAP/DCS

ⓘ *Hours are 8 a.m. – 10:00 p.m. (ET), Monday through Saturday (excluding Federal holidays)*

The DCSIC provides information on defaulted student aid debt held by the U.S. Department of Education.

- Amount and Date of Last Payment
- Balance Inquiries
- Borrower Account Disputes
- Credit Bureau Reporting Disputes
- Discharge Forms or Financial Statement Requests
- Establish Account Billing

- Establish Electronic Debit Payment Option
- Federal Offsets (Including Tax Offsets)
- General Loan Repayment Information
- Referral to Collection Agency
- Referral to Guaranty Agency

Default Prevention and Management

202/377-4258 ✆
or 202/377-4259

✉ fsa.schools.default.management@ed.gov

🌐 ifap.ed.gov/DefaultManagement/DefaultManagement.html

🖨 202/275-4537

Director: Patricia Trubia, 202/377-3189

Operations Team Leader: Maureen Nixon, 202/377-3729

Appeals Team Leader: Donna Bellflower, 202/377-3196

Default Prevention Team Leader: Mark Walsh, 816/268-0412

Administrative: Carolyn Bush, 202/377-4257

Default Prevention and Management:

- School Cohort Default Rates
- Collects and shares effective practices to help schools benefit from the success of others.
- Creates and aligns community and enterprise-wide, default prevention strategies to meet the Department of Education performance goals.
- Provides assistance to schools in developing a plan to improve default management, including site visits, development of tools, and outreach activities.
- Develops and presents guidance to the community on cohort default rates and appeals.
- Calculates and publishes annual cohort default rates, processes appeals and challenges, and initiates administrative actions as required.

Continued…
Default Prevention and Management

Default Prevention and Management Staff

Director: Patricia Trubia		
Operations Team	**Appeals Team**	**Default Prevention Team**
Maureen Nixon, Lead	Donna Bellflower, Lead	Mark Walsh, Lead
Frances Robinson	Rosemary Foltis	John Pierson
Beverly Stern	Mary McGeorge	Craig Rorie
Linda Young	Carolyn Bush	Eileen Marcy
Nichelle Alston		

Direct Loan Consolidation   800/557-7392

✉ loan_consolidation@mail.eds.com

🌐 loanconsolidation.ed.gov

ⓘ *Hours are 8 a.m. – 8 p.m. (ET), Monday through Friday*

- Application Status
- Borrower Counseling
- Certifications
- Consolidation
- Fund Approved Loans
- Lender Identification

- Process Applications
- Processing
- Promissory Notes
- Repayment Information
- Supplemental Information

Direct Loan Servicing Center

Borrower Services   800/848-0979①

Telecommunications Device for the Deaf (TDD/TTY)
                                        800/848-0983①

🌎 dlservicer.ed.gov

🌎 www.dl.ed.gov

🖨 800/848-0984

ⓘ *Hours are 8 a.m. – 8:30 p.m. (ET), AVR available 24 hours a day, 7 days a week*

- Borrower Account Inquiries
- Deferments/Forbearances
- Payment Inquiries
- Repayment Options

School Services   888/877-7658①

🌎 www.dl.ed.gov/schools

ⓘ *Hours are 8 a.m. – 8:30 p.m. (ET), Monday through Friday*

- Booking Dates
- Delinquency Issues
- Interface Issues
- Entrance and Exit Interview Counseling Reports
- Payments
- Separation Dates
- NSLDS Conflicts

eMPN Web site   800/848-0978

✉   CODSupport@acs-inc.com

🌐   dlenote.ed.gov

The electronic MPN Web site (dlenote.ed.gov) allows a student borrower to complete and sign an MPN over the Web as an alternative to using a paper MPN. (Note that it is *not* required; the borrower may contact the financial aid officer at the school to complete the MPN using the paper process.)

The student needs to have a PIN (issued from the U.S. Department of Education) to begin the process. If the student does not have a PIN, direct him or her to the PIN Web site at www.pin.ed.gov. The student will also need the appropriate browser and an Acrobat Reader 4.0 or 5.0, all of which are available for no charge on the E-note Web site.

Only the following loans are eligible for this electronic process:

- Direct Subsidized Loans
- Direct Unsubsidized Loans
- Direct Consolidation Loans (application and promissory note)
- Direct Loan PLUS Loans

Experimental Sites Initiative

✉ ExperimentalSites@ed.gov

Contact: Warren Farr   **202/377-4380**☏

✉ Warren.Farr@ed.gov

🌐 ed.gov/offices/OSFAP/expsites

Federal Student Aid Information Center (FSAIC)

800/4-FED-AID ☎
or 800/433-3243

Telecommunications Device for the Deaf (TDD/TTY)

800/730-8913 ☎

Overseas Callers*

319/337-5665 ☎

*For those who are unable to access the toll-free service number.

🌐 studentaid.ed.gov

ⓘ *Hours are 8 a.m. – Midnight (ET), Monday through Friday and 9 a.m. – 6 p.m. (ET) Saturday (excluding Federal holidays)*

- Address and School Changes
- Assistance Completing the FAFSA and Correcting the SAR
- FAFSA Status
- Providing Student Borrowers with the Name and Phone Number of the Holder of their Loans

- Requests for Duplicate SARs
- Requests for Single Copies of Publications
- Student Financial Aid Program Questions

FAFSA on the Web (for Student Access):

🌐 fafsa.ed.gov

- FAFSA on the Web, Spanish FAFSA on the Web, Correction on the Web, Renewal FAFSA on the Web, Spanish Renewal FAFSA on the Web and Student Access on the Web to view and print student aid reports
- General Questions on Electronic Filing

- Technical Assistance for FAFSA on the Web site
- Live Help
- Links to: U.S. Department of Education, Federal Student Aid (FSA), and *The Student Guide*

Federal Student Aid Information Center (FSAIC)

PIN Registration Site (for Student and Parent Access):

🌐 [pin.ed.gov](pin.ed.gov)

- Address Change
- Apply for a PIN
- Change, Enable, and Disable a PIN

- Links to: U.S. Department of Education, Federal Student Aid (FSA), and *The Student Guide*
- PIN Request and Information
- Request a Duplicate PIN

Student Aid on the Web

🌐 studentaid.ed.gov

Student Aid on the Web is the U.S. Department of Education's gateway to student-centered, financial-aid-related information and the steps involved in planning for education beyond high school. This Web site offers students and their families a single source of free information on choosing a career, selecting a school, and identifying resources to pay for higher education. The site includes functionality to pre-populate the Free Application for Federal Student Aid (FAFSA).

- **Preparing:** Find out what students need to do to prepare for education beyond high school
- **Choosing:** Get advice on how to find the right school for a student
- **Applying:** Learn how to navigate the school application process
- **Funding:** We can help make a student's education affordable
- **Attending:** Get the facts on financial aid, how to maintain it, and what to do when school is over
- **Repaying:** What you need to know about repaying student loans

FSA Assessments

🌐   ifap.ed.gov/IFAPWebApp/qualityassurance/SFAAssessment.jsp

The FSA Assessments are on-line Tools to prevent and/or identify compliance issues, implement Management Enhancements (Action Plans) for noted problems and share Effective Practices. The FSA Assessments are designed to be used in a variety of ways: schools can use the assessments to resolve issues found in annual audits or program reviews, assist with training new staff in their offices, prepare for audit or program reviews or, use as a means to be proactive and promote continuous improvement.

There are links to the Assessments from the Schools Portal and IFAP. The link from the Schools Portal is listed on the left hand side under Resources and Training, entitled FSA Assessments Tool. The link on IFAP is listed under Tools for Schools, entitled FSA Assessments. Access our website directly at ifap.ed.gov/qualityassurance. Once you arrive at our home page, click "Tools for Schools" on the left hand side. Then, click the FSA Assessments icon.

The assessments can help a school:

- Anticipate and address problems

- Spot-check the systems used to manage information

- Prepare for audits or other reviews

- Maximize the efficiency of staff in handling their duties

- Revise approaches according to campus needs - and do so continually

The four categories of FSA Assessments are Students, Schools, Managing Funds, and Campus Needs. The areas selected represent common sources of problems for schools and the ones that have the potential to result in liabilities.

Over 22 modules include:

- Worksheets and activities to test compliance

- Questions about a school's practices

- Hyperlinks to regulations, law, handbooks, Dear Partner Letters, and other references/sources

FSA Customer Service Call Center (CSCC)

800/433-7327✆

✉   fsa.customer.support@ed.gov

📠   202/275-5532

ⓘ   *Hours are 9 a.m. - 5 p.m. (ET), Monday through Friday*

- Title IV Policy and Regulation Questions
- Help with Contacting Other Staff in the U.S. Department of Education

FSATECH Listserv

🌐   ed.gov/offices/OSFAP/services/fsatechsubscribe.html

FSA Tech is a listserv where financial aid professionals can ask and get answers to their technical questions about FSA's software or systems. Listserv subscribers will also automatically get "hot" news flashes about processing and software issues. For more information about FSATECH including how to subscribe, visit the FSA Schools Portal: Listservs & Mailing Lists at the Web site listed above.

FSA Ombudsman

For Schools, Lenders, and Other Entities   202/377-3800ⓙ

ⓘ   *Hours are 8:00 a.m. – 5:00 p.m. (ET), Monday through Friday (excluding Federal holidays)*

For Financial Aid Recipients   877/557-2575ⓙ

ⓘ   *Hours are 8:30 a.m. – 8:30 p.m. (ET), Monday through Friday (excluding Federal holidays)*

Telecommunications Device for the Deaf (TDD/TTY)

202/377-3800ⓙ

✉   fsaombudsmanoffice@ed.gov

🌐   ombudsman.ed.gov

📠   202/275-0549

The Federal Student Aid Ombudsman is an impartial resource to help resolve student aid concerns when other approaches fail. The Ombudsman helps customers:

- Resolve discrepancies with loan balances, payments and eligibility
- Resolve issues related to tax refund offsets and bankruptcies

- Understand loan interest and collection costs
- Understand loan discharge and cancellation provisions

When contacting the Ombudsman Office, be ready to:

- Identify the problem and the reasons behind it,
- Define expectations,
- Describe actions already taken to resolve the problem, and
- Supply documentation to support your position.

FSA Schools Portal

🌍   fsa4schools.ed.gov

- **FSA Links:** all FSA Web-enabled systems

- **FSA Headlines:** categorized as either "FSA News" or "FSA Policy and Rule Changes"

- **FSA Search Tool:** across the "links" and/or within IFAP publications

- **My FSA:** customize the look of Your Portal Home Page

- **FSA Calendar:** deadline dates, training/conferences, events, and NPRM comment due dates

Grant Administration and Payment System (GAPS)

888/336-8930 ☽

Telecommunications Device for the Deaf (TDD/TTY)

202/401-8363 or 800/897-8402 ☽

🌍   e-grants.ed.gov

ⓘ   *Hours are 8 a.m. - 6 p.m. (ET), Monday through Friday*

- Initiate Payment Requests and Refunds
- Check Available Balances

- Print Activity Reports
- View Payment Requests

Information for Financial Aid Professionals (IFAP)

🌐   ifap.ed.gov

- Law and Regulations
- Letters and Bulletins
- On-Line References
- Policy Guidance

- ED Publications (Current and Archived)
- Tools for Schools
- Worksheets, Schedules, and Tables

E-mail subscription service available at ifap.ed.gov. Click on Member Services in the left column of the IFAP home page.

National Student Loan Data System (NSLDS)

FAA Professionals (Restricted System – Authorized Personnel Only): 800/999-8219☎

🌐 nsldsfap.ed.gov

✉ nslds@pearson.com

ⓘ *Hours are 8 a.m. - 9 p.m. (ET), Monday through Friday*

- Cohort Default Rates
- Custom Reports
- Data Provider Schedules
- Enrollment Reporting Schedules
- GA DataPrep Software
- Loan History/Detail
- Online Enrollment Reporting

- Organizational Contacts
- Organizational Search
- Overpayments
- Pell Grant Information
- Reported Enrollment History
- Transfer Student Monitoring

Students: 800/433-3243☎

🌐 www.nslds.ed.gov

✉ sfamail@ncs.ed.gov

ⓘ *Hours are 8 a.m. – Midnight (ET), Monday through Friday and 9 a.m. – 6 p.m. (ET) Saturday (excluding Federal holidays)*

Quality Assurance Program Staff

🌐 ifap.ed.gov/IFAPWebApp/qualityassurance/Default.htm

If you have a question about your participation in the Quality Assurance Program or similar issues, we suggest you call or write to your contact person listed below in the School Outreach Division at the Department of Education. For technical support for the ISIR Analysis Tool software, contact CPS/SAIG Technical Support.

Contact	Region	Phone	E-mail
Holly Langer-Evans	1, 2, 5	617/289-0136	Holly.Langer-Evans@ed.gov
Sharyn Hutson	3, 4	202/377-4379	Sharyn.Hutson@ed.gov
Anne Tuccillo	6, 7	202/377-4378	Anne.Tuccillo@ed.gov
Michael Cagle	8, 9, 10	206/615-2586	Michael.Cagle@ed.gov

We encourage you to join the QA Listservs.

Two are available to the QA team:

- QA Director
- QA Team

To subscribe to one or both of the Listservs, please e-mail Tsze Chan at the American Institutes for Research at TChan@air.org.

School Participation Teams

- Audit Resolution
- Financial Analysis
- Program Reviews
- School and Program Eligibility/Recertification
  www.eligcert.ed.gov
- Technical Assistance

Institutional Improvement Specialists

Team/Specialist	States	Address/Telephone/E-Mail
Northeast Tracy Nave	CT, ME, MA, NH, NJ, NY, Puerto Rico, RI, VE, and Virgin Islands	Federal Student Aid U.S. Department of Education 33 Arch Street 10th Floor, Suite 1008 Boston, MA 02109-4557 617/289-0133 or Federal Student Aid U.S. Department of Education Financial Square 32 Old Slip 25th Floor New York, NY 10005-3534 646/428-3750 Tracy.Nave@ed.gov
Philadelphia Joe Kern	DC, DE, MD, PA, VA, and WV	Federal Student Aid U.S. Department of Education The Wanamaker Building 100 Penn Square East, Suite 511 Philadelphia, PA 19107 215/656-6442 Joe.Kern@ed.gov
Atlanta Laura Hall	AL, FL, GA, MS, NC, and SC	Federal Student Aid U.S. Department of Education 61 Forsyth Street, SW, Room 18T20B Atlanta, GA 30303 404/562-6315 Laura.Hall@ed.gov

Team/Specialist	States	Address/Telephone/E-Mail
Chicago George West	IL, MN, OH, and WI	Federal Student Aid U.S. Department of Education 111 N. Canal Street, Room 830 Mail Stop 1009 Chicago, IL 60606-7219 312/886-8767 George.West@ed.gov
Dallas Kevin Campbell	AR, LA, NM, OK, and TX	Federal Student Aid U.S. Department of Education 1999 Bryan Street, Suite 1410 Dallas, TX 75201-6817 214/661-9490 Kevin.Campbell@ed.gov
Kansas City Tom Beckerle	IA, KS, KY, MO, NE, and TN	Federal Student Aid U.S. Department of Education 8930 Ward Parkway, Suite 2028 Kansas City, MO 64114-3302 816/268-0410 Tom.Beckerle@ed.gov
Denver Fran Susman	CO, MI, MT, ND, SD, UT, and WY	Federal Student Aid U.S. Department of Education 1391 Speer Boulevard, Room 800 Denver, CO 80204-2512 303/844-3677 Fran.Susman@ed.gov
San Francisco/ Seattle Lisa Huynh Julie Arthur	AK, American Samoa, AZ, CA, Guam, HI, ID, IN, Marshall Islands, Northern Marianas, NV, OR, Palau, State of Micronesia, and WA	Federal Student Aid U.S. Department of Education 50 United Nations Plaza, Room 268 San Francisco, CA 94102-4987 415/556-4295 Lisa.Huynh@ed.gov Federal Student Aid U.S. Department of Education 701 Fifth Avenue, Suite 1600 Seattle, WA 8104-7046 206/615-2594 Julie.Arthur@ed.gov

Training Information and Registration
202/377-3941☺

Training for Financial Aid Professionals (TFAP):

🌐   ed.gov/offices/OSFAP/training/index.html

FSA's Training for Financial Aid Professionals (TFAP) Web site offers access to:

- FSA's on-line training resources, both interactive, instructor-led sessions and self-paced learning modules

- Training for specific functions

- Training for new financial aid professionals

- On-line registration for FSA's national training sessions

  If you have questions on the registration system, or need cancellation information, please email FSA at FSA_Internet_Registration@ed.gov or call 202/377-3941.

Training Officers

Region	Contacts	Phone/Fax	E-mail Address
1 Boston	Thomas Threlkeld Anita Wojick	617/289-0144 ☎ 617/289-0153 617/289-0130 ☎ 617/289-0167	Thomas.Threlkeld@ed.gov Anita.Wojick@ed.gov
2 New York	Sandy Santana Bob Tschinkel	646/428-3754 646/428-3757 ☎ 646/428-3742	Sandra.Santana@ed.gov Robert.Tschinkel@ed.gov
3 Philadelphia	Kathie Makowski Gregory Martin	215/656-6484 215/656-6452 ☎ 215/656-6499	Kathie.Makowski@ed.gov Gregory.Martin@ed.gov
4 Atlanta	Yolanda Adams	404/562-6291 ☎ 404/562-6321	Yolanda.Adams@ed.gov
5 Chicago	Jamie Malone Angela Smith	312/886-8731 ☎ 312/353-2836 312/886-8341 ☎ 312/886-6737	Jamie.Malone@ed.gov Angela.Smith@ed.gov
6 Dallas	Dave Elliott	214/661-9453 ☎ 214/661-9662	Dave.Elliott@ed.gov
7 Kansas City	David Bartlett Linda Coffey	816/268-0434 816/268-0431 ☎ 816/823-1402	David.Bartlett@ed.gov Linda.Coffey@ed.gov
8 Denver	Devin Croft Margaret Day Jacque Straub Deborah Tarpley	303/844-3677, ext 125 303/844-3677, ext 127 303/844-3677, ext 117 303/844-3677, ext 118 ☎ 303/844-5756	Devin.Croft@ed.gov Margaret.Day@ed.gov Jacque.Straub@ed.gov Deborah.Tarpley@ed.gov
9 San Francisco	Virginia Hagins Marianna Deeken	415/556-4205 ☎ 415/437-8852 206/615-2583 ☎ 206/615-2508	Virginia.W.Hagins@ed.gov Marianna.Deeken@ed.gov
10 Seattle	Linda Burkhardt	206/615-2174 ☎ 206/615-2508	Linda.Burkhardt@ed.gov